



Coventry City Council

Job Description

Job Title:	Facilities Manager – Housing & Homeless	Job Number:	D2711D
Service:	Property, Facilities Management	Post Number:	
Location:	Various - Housing & Homeless Portfolio	Grade:	7

Our Values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

The post holder will be a key member of the facilities management team responsible for managing and developing the council housing and homeless property portfolio. The post holder will manage a mixture of hard and soft facilities management services and projects. The post holder will also be responsible managing all the required property support services in order that the council fulfils its obligations and organisational priorities to provide housing for homeless families and individuals, update of information on the council's systems, ensuring units are tenant ready, fit for purpose, ensuring the provision is safe and legally compliant, managing security, ensuring damage is repaired, managing lifecycle maintenance, energy management, financial management and reporting to the facilities management team and housing and homelessness teams.

Main Duties and Responsibilities:

1. Undertake pre-acquisition property visits, inspections and surveys as part of the property acquisition workstream, ensuring and advising on possible defects. Interpret surveys and reports to identify any issues and advise the property acquisition workstream on the purchase viability.
2. Project manage property acquisitions ensuring that projects are achieved within timeframe and budget (up to £250k).
3. Working with service managers – challenging, managing and co-ordinating the FM service provision.
4. Managing services including cleaning provision to ensure room availability / reduce void rates to maximise cost effectiveness and availability of the provision.
5. Managing the Facilities input to all property matters across the portfolio working with divisional managers and health and safety services. Directing the housing and homeless facilities support team on day to day activities and long term planned works / compliance.
6. Managing CCTV provision in accordance with the Councils document retention and destruction policies with due regard to GDPR regulations

7. Undertaking audits to drive efficient use of provision, identifying pressure points across the portfolio and repeated malicious or premature wear and tear.
8. Ensuring all appropriate Risk Assessments and Methods statement are in place for operation of the housing and homelessness portfolio
9. Managing energy usage and statutory returns, providing financial billing information to Homeless support managers to re-charge tenants/ housing benefits. Work with the energy management team to ensure technical compliance with legislation/ regulations such as MEES and DEC
10. Management of contractors / DLO ensuring work is carried out in a safe and efficient manner and that value for money is received.
11. Managing property expenditure, reporting regularly to the FM and H&H management teams
12. Co-ordinating communication activities for property management into H&H and fulfilling obligations under the freedom of information requirements.
13. Working with unions, H&H team, police, fire residents' groups to resolve in conjunction with the H&H teams to resolve any property concerns regarding provision.
14. Be part of the emergency call out provision and being the first point of contact with issues raised across the portfolio's, these can include issues such as break in's, fire, anti-social behaviour, H&S concerns and Vandalism
15. Deputise for the operational facilities management team across both portfolio's, providing absence and shift cover and directing operatives, ordering FM services and ensuring compliance with statutory compliance and Health and Safety requirements when so doing.
16. Any other duties that maybe required of the post holder.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:	1 x FTE Facilities Supervisor 3 x FTE Facilities Assistants	Responsible to:	Assistant Head of Facilities Management
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Reviewed: Scott Morris,
Assistant Head of Facilities Management
March 2022



Coventry City Council

Person Specification

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Area	Description
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Knowledge:	Extensive knowledge and experience of FM processes and procedure
	Detailed knowledge of the Health and safety at Work etc act 1974
	Detailed knowledge of the principles and practice of 'hard' and 'soft' Facilities Management.
	Appreciation of financial management principles
	Knowledge of public sector key stakeholders

Skills and Abilities:	Excellent planning and organisational skills and the ability to work to deadlines.
	Excellent interpersonal, negotiation, problem solving skills, confident and able to deal with people at all levels.
	Able to manage and co-ordinate contractors and suppliers and maintain good working relationships.
	Strong customer service and communication skills
	Ability to manage a varied and complex workload including interpretation of structural, drainage, fire and other related surveys and inspection reports.
	Good IT Skills
	High level of analytical skills to interpret end users requirements

Experience:	Project management experience within the FM field
	Managing and applying health and safety legislation in the workplace
	Dealing with multiple stakeholders and prioritising workload
	Proven track record of property acquisition / refurbishment
	Budget control experience

Educational:	A professional qualification in FM or Surveying
	Educated to the equivalent of the National qualification framework Level 5
	Evidence of continuing professional development
	NEBOSH / IOSH Health and safety qualification

Special Requirements:	This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS). Full UK Driving Licence
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Reviewed: Scott Morris
Assistant Head of Facilities Management
March 2022